

Relief Controller, LRT

You are a Calgary Transit employee who is committed to public service, enjoys collaborating with others, and shares the City of Calgary’s [values](#). We encourage you to grow your career within the organization, and to develop your skills by taking on new challenges. Together we make Calgary a great place to make a living and a great place to make a life.

As a Relief Controller, LRT you will play a critical role in ensuring safe, efficient and effective operation of Calgary Transit’s LRT system. You will provide leadership, support and guidance directly to Calgary Transit Operators, monitoring service performance and responding to various service-related situations including emergencies and disruptions. You will support the coordination of actions during unplanned road closures, severe weather events, emergency incidents, accidents and other critical events.

Duties and Responsibilities

- Oversee and manage Calgary Transit C-train service to ensure safe, efficient, reliable and on-time operations.
- Monitor train movements through advanced signaling and communication systems to maintain precise spacing and timing of trains to prevent collisions and delays.
- Conduct operator relief calls, analyze train order and manual Block System read backs, request for transit public safety and welfare checks, troubleshoot information with operators and report unauthorized personal.
- Collaborate with Calgary Police Service, Emergency Medical Services, ENMAX, employee support supervisors, customer service representatives and dispatchers.
- Report right-of-way deficiencies, mechanical issues, Light Rail Vehicle (LRV) maintenance and change off requests, contact Track and Way and Signals personnel.
- React and coordinate response to serious emergency and/or system failures that may disrupt the LRT service.
- Schedule operator swaps, verify driver restrictions and ensure operators are aware of train departure times.
- Mange online and offline movements form yards and tail tracks.
- Update PS100 and notify Transit Support Centre Supervisors, Coordinators and Team Leads on service disruptions.
- Create legally binding incident reports for critical incidents that impacted service delivery.
- Create check sheets to verify necessary precautions are taken while providing critical support during train movements that prioritize safety.

Qualifications

- A High School Diploma or equivalency (e.g., GED) and job-related courses with at least 5 years of transit related experience; OR
- A completed 1 year certificate in Business Administration, Human Resources, Emergency Management, or a related field with at least 3 years of transit related experience; OR
- A completed 2 year diploma in Business Administration, Human Resources, Emergency Management, or a related field with at least 1 year of transit related experience.
- Preference will be given to candidates with Operations Controller and/or LRT mainline operating experience.
- Intermediate experience in a computerized work environment which may include Microsoft Office, data entry, contact centre, operation and service planning, working with scheduling software and report writing.
- A good understanding of Calgary Transit’s LRT system, service levels and Customer Commitment would be a strong asset.
- Ability to remain focused, highly effective and calm when dealing with conflict, emergencies, and stressful situations. Successful applicants will have demonstrated skills and experience in relationship building and time management.
- The successful applicant must possess excellent interpersonal skills and the ability to work closely and effectively together with a wide variety of employees in a busy team environment.

Pre-employment Requirements

- Applicants may be tested for appropriate skills.
- Successful applicants must provide proof of qualifications.

Union: ATU Local 583	Location: Westbrook (1417C 33 Street SW)
Position Type: Up to 8 Relief roles	Hours of Work: Various. This is a 24/7 operation that requires daytime, evening, and weekend availability.
Compensation: Grade 10, \$43.90 - 58.68	Days off Work: Various
Audience: Internal to ATU	Apply by: October 15, 2026
Business Unit: Transit Operational Safety & Delivery	

Apply via email to CTRecruitment@Calgary.ca. Please send a copy of your resume and include your Employee ID.